

REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY, CALIFORNIA  
AND RECORD OF ACTION

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June 24, 2003

**FROM:** RUDY LOPEZ, Director  
Department of Behavioral Health

**SUBJECT: CONTRACT WITH FAMILY SERVICES AGENCY OF SAN BERNARDINO FOR  
CRISIS HOTLINE TELEPHONE SERVICES**

**RECOMMENDATION:** Approve Contract with Family Services Agency (FSA) in the amount of \$194,189 for Crisis Hotline Telephone services for the period July 1, 2003 through June 30, 2004.

**BACKGROUND INFORMATION:** Approval of this contract will allow the Department of Behavioral Health (DBH) to comply with State mandate to provide 24-hour access to mental health services for County residents. DBH estimates that 16,500 clients will be served during the term of this contract.

Title 9., Chapter 11., Sections 1810.405(d) of the California Code of Regulations mandates that the County provide 24-hour access for mental health services. Previously, crisis telephone calls after business hours and on weekends were directed to DBH's Inpatient Unit. In March 1999, the Inpatient Unit moved to Arrowhead Regional Medical Center. Crisis calls were then handled for DBH by a contract agency hotline and DBH's Access Unit.

On August 22, 2000 the Board of Supervisors (Board) authorized the Department of Behavioral Health to issue a Request for Proposals (RFP) (Item #027) to solicit proposals for a crisis hotline telephone service. On May 1, 2001 the Board approved (Item # 042) Contract 01-301 with FSA for the period May 1, 2001 through June 30, 2002. Additionally, on May 21, 2002, the Board approved (Item # 044) Contract 02-378 with FSA in the amount of \$194,189 for the period July 1, 2002 through June 30, 2003.

DBH will release a Request For Proposals (RFP) for these services in FY 2003-04. Because the process for this specialized type of service is quite extensive, DBH is in continual communication with the Department of Mental Health (DMH) to ensure these mandated services are provided in accordance with state regulations.

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The hotline number is a single toll-free telephone number that is available 24 hours a day, 7 days a week. It is publicized through brochures and business cards sent to numerous agencies and schools throughout the County. DBH Access Unit staff answers the number during normal business hours. The phone lines roll forward to FSA during peak hours (if the call volume is high) and on nights, weekends, and holidays. FSA also facilitates authorizations for urgent outpatient specialty mental health services when requested by members of the community according to Title 9 regulations. DMH calls periodically to verify that DBH has this service in place.

The Managed Care Administration Section of DBH has provided oversight, performance monitoring and program evaluation for the Crisis Hotline Services in regard to responding to the mental health needs of local communities. FSA met all performance goals and standards for the current term. FSA has utilized reporting and tracking methods to identify unduplicated callers, repeat callers, and callers by geographic region and trends. The Managed Care Section will continue to provide linkages with the total Mental Health System to assist the FSA in continuing to meet the needs of clients.

**REVIEW BY OTHERS:** This item was reviewed and approved as to form by Deputy County Counsel, Charles J. Larkin on May 23, 2003. This item was also reviewed by County Administrative Office, Carol Hughes, Administrative Analyst on June 2, 2003.

**FINANCIAL IMPACT:** Approval of this item will result in no additional local County cost. Funding for this item is included in the Department's proposed FY 2003/2004 Budget. These services are funded with State realignment dedicated to mental health services for the residents of San Bernardino County. The contract amount of \$194,189 is the same negotiated amount as in FY 2001/2002 and FY 2002/2003.

**COST REDUCTION REVIEW:** The County Administrative Office has reviewed this agenda item and recommends approval as it imposes no additional cost to the County and provides mandated access to DBH services.

**SUPERVISORIAL DISTRICT(S):** All

**PRESENTER:** Rudy Lopez, Director  
(909) 387-7024

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